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# **INSPECTOR SKILLS UPDATE GUIDE**



## **FOR HUD PHYSICAL INSPECTION PROGRAM (PASS 2.3)**

**Version 1.0**

**October 27, 2000**

**Real Estate Assessment Center  
Department of Housing and Urban Development**

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## CHAPTER 1: PHYSICAL INSPECTION PROGRAM

### Part 1: Physical Inspection Program

### Part 2: Physical Inspection Protocol

### Part 3: Quality Assurance

#### Overview

The purpose of *Chapter 1: Physical Inspection Program*, is to provide an overview of the following:

- Physical Inspection Program,
- Inspector's role and responsibilities,
- REAC's Physical Inspection Protocol,
- Importance of the Physical Inspection Protocol, and
- Role of the Quality Assurance inspectors and how they support the Physical Inspection Program.

## Part 1: Physical Inspection Program

The Real Estate Assessment Center (REAC) of the U.S. Department of Housing and Urban Development (HUD) uses an extensive physical assessment process to collect data on the physical condition of HUD properties. REAC has established a comprehensive and standard set of rules and procedures, referred to as the REAC Physical Inspection Protocol, to gather the physical data on HUD properties. This protocol defines the process for properly completing an assessment. All assessments must follow the protocol to be accepted by REAC. This guarantees a standard and objective approach and makes this process thorough and effective.

***Key Point: REAC Inspection Protocol is the standard set of rules and procedures to be followed on all inspections.***

The physical inspection process is divided into three phases:

Pre-Inspection

Inspection

Post Inspection

Each of the three phases includes specific essential steps. The essential steps are in sequence as follows:

### 1. Pre-Inspection:

- Receive inspection assignment from Servicing Mortgagee
- Download property profile from REAC database via PASS Web page
- Arrange inspection with owner
- Update inspection schedule using Accessing Scheduling function of the Data Collection Device (DCD)

### 2. Inspection:

- Travel to site
- Meet with property owner
- Verify/update property information (e.g., property name, property ID, scattered site)
- Verify/update participant information (e.g., name, title)
- Verify/update building information (e.g., building numbers, building type, number of units in building)
- Verify property certificates and notification letter

- Generate sample using PASS 2.3 software
- Select units to inspect
- Select alternate units to inspect
- Inspect site, building, and units
- Confirm/verify inspection data
- Complete Notification of Exigent and Fire Safety Hazards Observed form

### **3. Post Inspection:**

- Submit the Notification of Exigent and Fire Safety Hazards Observed form
- Upload completed inspection to REAC

The roles, responsibilities, and tasks assigned to each of these essential steps are discussed in greater detail in the Physical Inspection Protocol section (page 9).

This assessment process relies on the use of trained and certified inspectors who have a comprehensive understanding of the Physical Inspection Protocol and REAC's Physical Inspection software.

## **INSPECTOR'S ROLE**

The inspector assesses the physical condition of the property as it exists at the time of the inspection. The physical inspection should be considered a "snapshot in time." An inspector cannot change the inspection report if a deficiency is repaired in view of the inspector.

The inspector's role is to:

- Perform objective, factual physical assessments
- Conduct inspections according to the REAC Physical Inspection Protocol
- Ensure success by complying with HUD's standards

REAC-approved inspectors have been trained and certified to conduct all essential steps in the Physical Inspection process by following the Physical Inspection Protocol. Inspectors visit a property to verify information and conduct an inspection of the site, the selected buildings, building common areas and the selected units recording deficiencies using the Data Collection Device (DCD) with PASS 2.3 software.

Following the Physical Inspection Protocol guarantees objectivity when gathering and analyzing physical assessment data. It is important that inspectors correctly and consistently adhere to the established REAC protocol to eliminate subjectivity from the inspection, and promote consistent and comparable inspections across the HUD property portfolio.

## **PHYSICAL INSPECTION CODE OF CONDUCT**

Inspectors are to follow REAC's "Inspector Code of Conduct" when inspecting properties for HUD. As an inspector, you are expected to:

- Dress appropriately
- Arrive on time
- Be courteous and professional at all times
- Present a pleasant demeanor
- Display the REAC issued photo identification badge at all times
- Identify yourself as a independent inspector to HUD, not an employee of HUD
- Always be accompanied by the property owner or a representative while on the property
- Be familiar with the area
- Be aware of cultural differences
- Defer questions from the residents regarding the property to the owner or agent representative
- Not make promises that items will be repaired based on inspection results
- Not offer an opinion as to the quality of the site, unit or building
- Refer to persons living in the units as residents not tenants
- Refer to the property as a development not a project

## **PASS SOFTWARE**

Inspectors use the Data Collection Device (DCD) and PASS 2.3 software to collect information on HUD properties, and complete an inspection.

REAC utilizes three technology components that are integral to the collecting, storing and reporting of physical assessment information:

- Data Collection Device (DCD) - A stand-alone, hand-held computer used by the inspector for data collection. This device is used to upload and download files and record the inspector's observations using the PASS 2.3 software.

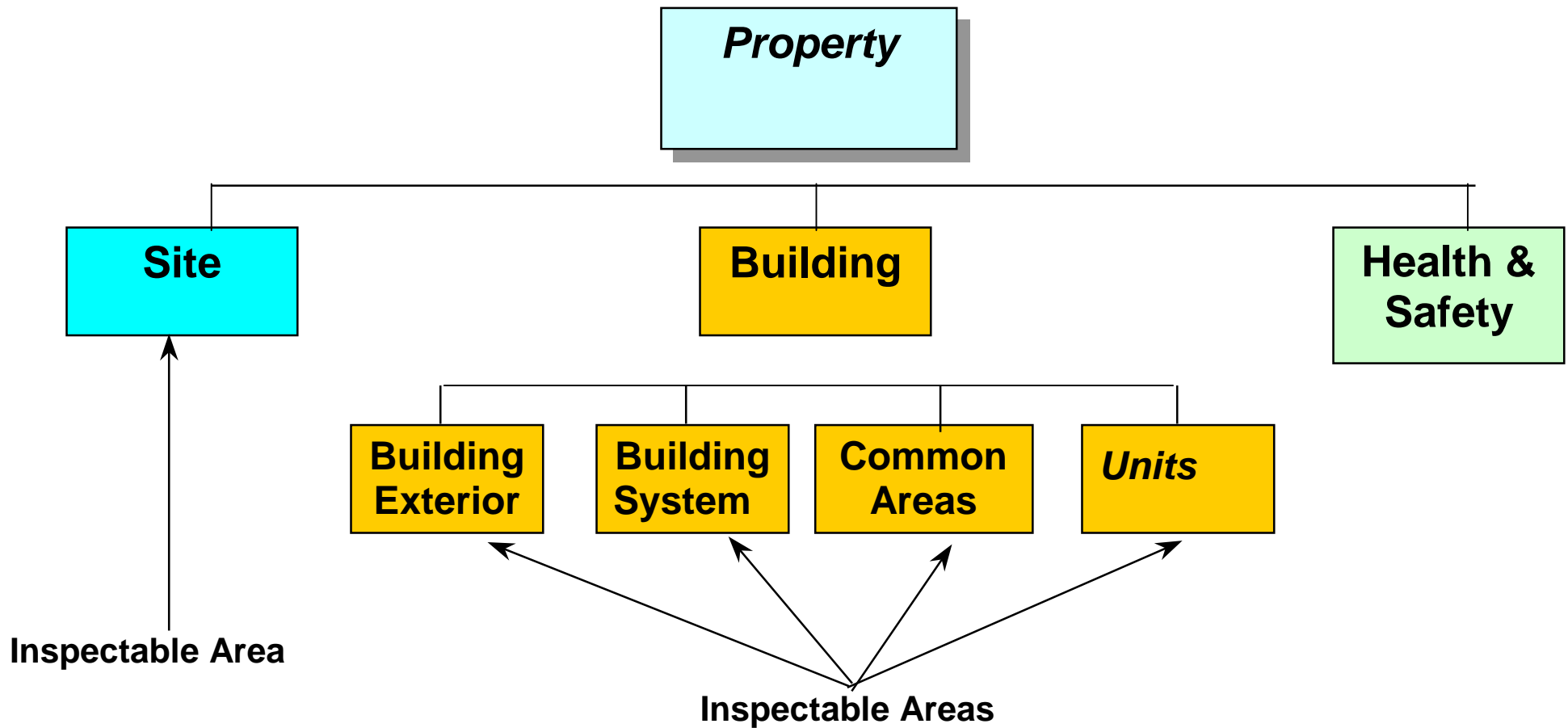
- Internet - The means by which the inspector electronically transmits data from the PASS 2.3 software on the DCD to PASS On-Line on the REAC Web site, and vice versa.
- PASS On-Line - The REAC sub-system where all scheduling occurs and where the raw inspection data, including property profiles and assessment results, is collected, processed and stored (components include Scheduling and Inspection Review).

## **PHYSICAL INSPECTION STRUCTURE**

The Physical Inspection Structure represents the components of REAC's inspection protocol. The Physical Inspection Structure is the basic classification system that is used for all inspectable properties. The inspector is required to inspect the five inspectable areas of the property:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Units

# Physical Inspection Structure





Each inspectable area has one or more inspectable items and may have one or more Health and Safety items. An inspectable item is a specific item within an inspectable area that the inspector is required to inspect (e.g., within the Site inspectable area, an inspectable item is fencing and gates). A Health and Safety item is a specific deficiency that, if present, creates a danger to the health and safety of the residents (e.g., poor air quality).

Inspectable items within each inspectable area are evaluated for possible deficiencies. A deficiency is an observable defect of the inspectable item. Inspectors make observations about the condition of inspectable items and record the condition in one of three possible ways:

- No Observed Deficiency (NOD) - The inspectable item does not have observed defects.
- Observed Deficiency (OD) - The inspectable item has one or more observed defects.
- Not Applicable (NA) - The inspectable item is not applicable for the inspection area. In other words, the item is not present and was not intended to be present.

The inspector must rate each observed deficiency as either Level 1, Level 2, or Level 3 according to criteria defined by REAC. Each deficiency has its own definition for Level 1, Level 2, and Level 3 ratings. For Level 3 ratings, the inspector must identify the location and enter relevant comments in the “Comments” text field of the PASS 2.3 Software. Some deficiencies may not have all three ratings.

## **SCORING**

The Physical Inspection Protocol provides HUD/REAC with a standardized procedure to thoroughly evaluate the physical condition of HUD properties.

When inspection data is uploaded to REAC, it is automatically checked and validated using an objective, comprehensive set of business rules. For example, if the inspector has not recorded all certificate information, the inspection data cannot be validated. Using computerized formulas produces the inspection score.

Because scoring takes all inspectable areas into account and weights inspectable items and ratings accordingly, the final property score is a comprehensive indicator of the physical condition of the property.

Action by HUD will be taken against properties whose scores from REAC assessments show reason for concern. Numeric scores are used to identify

properties that do not provide decent, safe, and sanitary housing. High-risk multifamily properties are referred to the HUD's Enforcement Center (EC).

If the property owner/agent has questions concerning the scoring process, refer them to the Technical Assistance Center (TAC) at 1-888-245-4860.

## **Part 2: Physical Inspection Protocol**

### **PROTOCOL PURPOSE**

REAC's mission is to provide HUD with accurate, consistent, and objective inspection data. In order to achieve this goal, it is critical that inspectors follow the Physical Inspection Protocol. The protocol is a set of procedures and definitions used to standardize the inspection process. All HUD properties must be inspected using the same protocol, and deficiencies must be rated according to REAC criteria. Following the standard inspection protocol ensures that all properties are consistently inspected.

### **PHYSICAL INSPECTION PROTOCOL**

The Physical Inspection Protocol is designed to provide inspectors with a standard procedure for conducting inspections and assessing observable deficiencies. The Physical Inspection Protocol is divided into three general areas. Each area is further divided into essential steps:

#### **1. Pre-Inspection:**

- Receive inspection assignment from Servicing Mortgagee
- Download property profile from REAC database via PASS Web page
- Arrange inspection with owner
- Update inspection schedule using Accessing Scheduling function of the Data Collection Device (DCD)

#### **2. Inspection:**

- Travel to site
- Meet with property owner
- Verify/update property information (e.g., property name, property ID, scattered site)
- Verify/update participant information (e.g., name, title)
- Verify/update building information (e.g., building numbers, building type, number of units in building)
- Verify property certificates and notification letter
- Generate sample using PASS 2.3 software
- Select units to inspect
- Select alternate units to inspect
- Inspect site, building, and units
- Confirm/verify inspection data

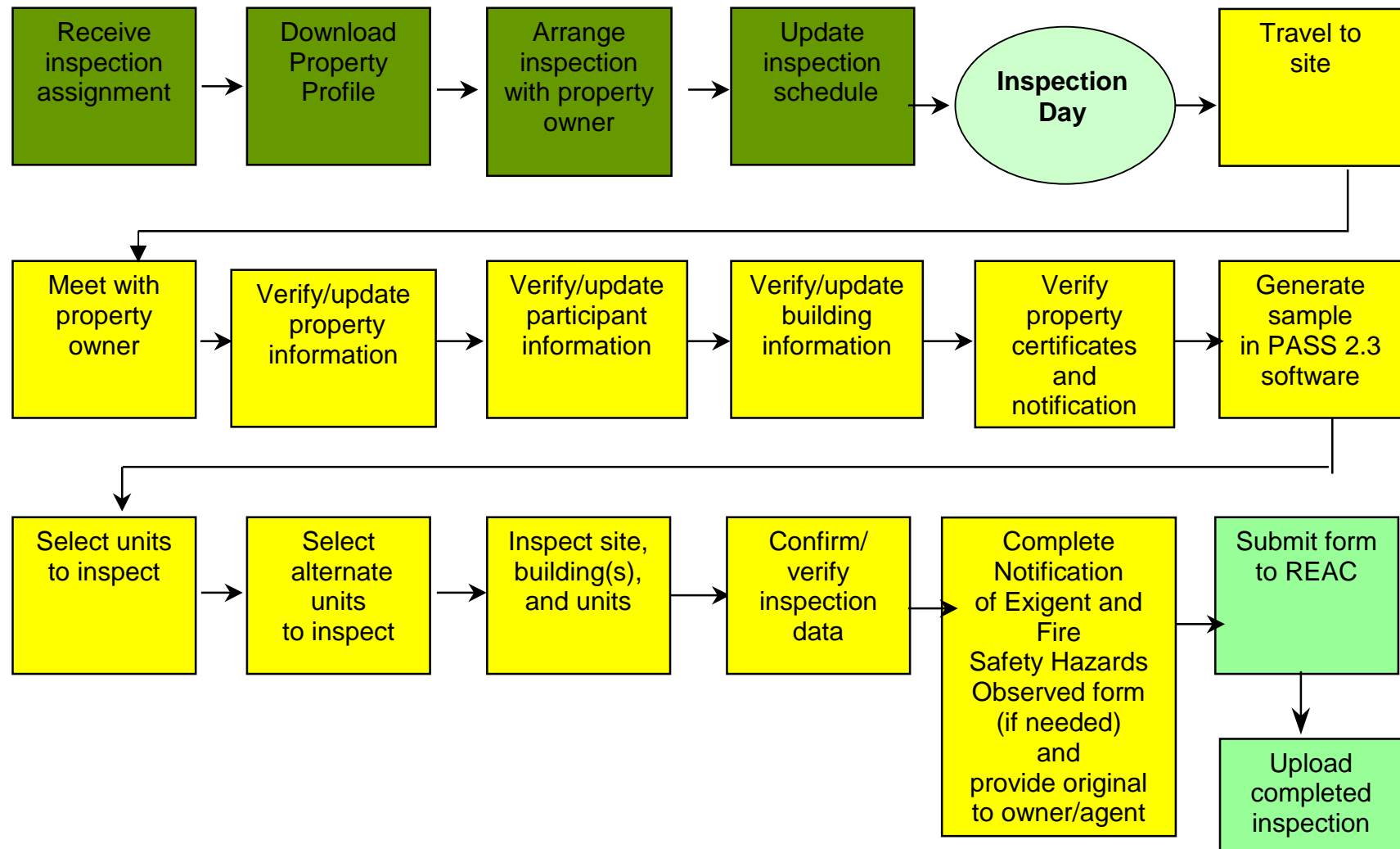
- Complete Notification of Exigent and Fire Safety Hazards Observed form

### **3. Post Inspection:**

- Submit the Notification of Exigent and Fire Safety Hazards Observed form
- Upload completed inspection to REAC

It is important that inspectors follow these essential steps on each inspection to maintain consistency and accuracy.

# Physical Inspection Protocol



## **STEP 1: Receive Inspection Assignment**

REAC begins the inspection process by determining which properties need to be inspected and in what timeframe. REAC obtains the property profile information from other HUD systems and stores it in a database accessed via the Scheduling application. Each inspection is assigned a unique inspection number that is used for downloading and tracking purposes.

REAC assigns specific inspections to the Servicing Mortgagee. The Servicing Mortgagee is responsible for communicating inspection assignments and inspection numbers to independent inspectors. Once inspection assignments are received, the Master Scheduler then schedules the actual inspection.

## **STEP 2: Download Property Profile**

The inspector must obtain the relevant inspection information, called the Property Profile, from REAC. The Property Profile can be downloaded directly onto the PASS 2.3 software from the Scheduling application via the REAC Web site.

The Property Profile contains:

- Inspection number
- Property information (e.g., property name, address, telephone number, number of buildings and units)
- Participant information (e.g., name, role, organization name, address, telephone number)
- Building information (e.g., building name, address, type, construction year, number of units)
- Total number of units and type

Once downloaded, information from the Property Profile is automatically entered into relevant sections of the PASS 2.3 software. This electronic data transfer reduces some of the manual input the inspector must do.

## **STEP 3: Arrange Inspection with Owner**

After the Servicing Mortgagee creates a tentative schedule, the inspector must contact the property owner, management company, or PHA to negotiate the actual inspection date and time. All inspections must occur in the presence of the property owner or designated property representative.

The inspector must make sure the property owner understands the purpose of the inspection. Inspectors should explain that the goal of the inspection is to objectively assess the physical condition of the property, not generate a list of maintenance issues. In the event the property owner refuses to permit an inspection, the inspector must report the situation to the Servicing Mortgagee immediately.

***Key Point: The Servicing Mortgagee is responsible for negotiating a mutually agreeable time and date for the inspection with the property owner. All inspections must occur in the presence of the property owner or authorized representative.***

### ***Inspection Notification Letter***

The Servicing Mortgagee is responsible for sending a letter of introduction informing the property owner of the purpose of the inspection and confirming the date of the inspection. This letter also informs the property owner of their responsibilities prior to and during the inspection.

The letter states that property owners must:

1. Notify all residents that an inspection will occur sometime during the next week.
2. Be prepared to provide the inspector with detailed property information, including:
  - The total number of buildings
  - The total number of units in each building
  - The address or unique identifier for each building
  - A copy of the document notifying residents of the inspection
  - Any applicable certificates (e.g., elevators, sprinklers, etc.)

## **STEP 4: Update Inspection Schedule**

Once inspections are scheduled with the property owner or their representative, it is the inspector or servicing mortgage's responsibility to update the inspection schedule as necessary. The inspector is responsible for notifying the Servicing Mortgagee of any changes to the schedule.

REAC Quality Assurance (QA) inspections are scheduled based on the contractor's schedule. Therefore, REAC must be aware of all schedule changes.

## **STEP 5: Travel to Site**

The inspector is required to travel to the property to conduct the inspection. Inspectors must comply with the following rules:

- The inspector must be physically present to conduct the inspection.
- If the inspection cannot be completed on the scheduled day, the inspector must call the Servicing Mortgagee, and the Technical Service Support Center (TSSC) at 1-877-406-9220.
- If the weather prevents the inspector from arriving at the property, they must contact the Servicing Mortgagee, and the Technical Service Support Center (TSSC) at 1-877-406-9220.

## **STEP 6: Meet With Property Owner**

Before beginning the actual inspection, the inspector must meet with the property owner, management agent, or authorized representative. It is important to follow protocol guidelines as listed below when working with property owners:

- Discuss the plan for conducting the inspection with the owner
- Inform the owner and/or representative of how any Life-Threatening Health and Safety hazards identified during the inspection will be handled
- Clearly explain the purpose of the inspection
- Clearly explain the sampling process
- Explain that the inspector must be the one who will conduct the physical inspection

It is important that property owners understand the purpose of the inspection. Inspectors should explain that the goal of the inspection is to objectively assess the physical condition of the property, not to create an exhaustive list of areas needing repair.

Inspectors should also briefly explain the sampling process. The sampling function of the PASS 2.3 software is designed to generate a random sample of buildings and units for inspection. Using a series of mathematical and statistical equations, the PASS 2.3 software generates a list of sample units and buildings. The sample is designed to produce inspection results that is representative of the results that would have been obtained if every building and unit had been inspected. The inspector should stress that the sampling procedure dramatically reduces the time it takes to complete a physical inspection.



## **STEP 7: Verify/Update Property Information**

Some of the downloaded property information for properties may be incorrect or outdated, since HUD has not recently inspected these properties. The inspector is responsible for correcting and updating the downloaded property information before conducting the physical assessment. It is critical that inspectors verify and correct any differences in the property information in the PASS 2.3 software prior to generating the sample.

The property information is used to generate statistically accurate building and unit inspection samples. The inspector is responsible for updating property information before beginning the inspection. If the information is not updated prior to the inspection, the building and unit sampling will be incorrect. The inspector should ask the property owner/agent if there is any additional property changes that may make a building uninspectable.

Failure to correct property information may result in an inaccurate count of buildings and/or units. Such a mistake will cause incorrect sampling calculations and may invalidate the inspection. In such cases, a new sample must be generated with the correct property information and a new inspection conducted.

Property information includes the following:

- Property name, address, and telephone number
- Property ID/PIH Project Number (these fields cannot be changed)
- Scattered site information
- Total number of buildings and units
- A building is defined as any structure that has a permanent foundation, is enclosed on at least three sides, and at least one utility is servicing it, such as, electric, gas, water or sewer.

The inspector should question the property owner about additional property changes or updates that may affect the inspection. For example, buildings may be uninspectable due to fire damage, or new buildings may have been added to the property. Such information must be recorded in the PASS 2.3 software prior to generating the sample, since it will impact the accuracy of the sampling.

## **STEP 8: Verify/Update Participant Information**

After validating general property information, the inspector should verify and update participant information. A participant can be an individual or an organization (e.g., property owner, PHA, or management agent). All new participants must be added to the property profile using the Add Participant function in the PASS 2.3 software. Participant information is an important record of the persons and organizations involved in the inspection.

Participant information includes the following:

- Participant name
- Participant role
- Participant organization name
- Participant address and telephone number

## **STEP 9: Verify/Update Building Information**

In addition to property and participant information, the inspector is responsible for verifying building information. A building is defined as any structure that has a permanent foundation, is enclosed on at least three sides and has at least one utility servicing it (e.g., gas, electric, sewer).

In order to generate a valid sample, the PASS 2.3 software must have an accurate count of buildings and units. Any new buildings must be added to the property profile, and non-existent buildings deleted. Changes to the number of units must also be updated in the PASS 2.3 software.

Building information includes the following:

- Building number (e.g., 1, 2, 3)
- Building name and address (e.g., Office & Laundry, 421 East Avenue)
- Building type (e.g., Row/Townhouse, Garden Apartments)
- Building construction year (e.g., 1974)
- Total number of units (e.g., 16 units in building)

The inspector is also responsible for determining the inspection status of each building. If a building is declared uninspectable, the inspector must physically verify the reason and record it in the PASS 2.3 software. Buildings marked uninspectable will not be included in the sampling calculations. It is important that inspectors record uninspectable buildings before generating the sample.

The following are accepted reasons by REAC, which determine a building as uninspectable:

- Abandoned/Boarded Up
- Building Added after Sample was Generated
- Demolished
- Fire Damage
- Locked
- No Keys
- Occupant Refusal

- Off-Line (unit and/or building currently undergoing rehab)
- Other Hazard
- Police Restricted Area
- Vacant

**Note:** *Vacant - If there is an occupancy rate of 15% or greater, then vacant units can be inspected.*

**Key Point:** *Accurate building information is critical to a successful inspection. If an uninspectable building is not recorded, it will be included in the sampling calculation, resulting in an invalid inspection sample. In such cases, a new sample must be generated with the correct building information and a new inspection conducted.*

## **STEP 10: Verify Property Certificates and Notification Letter**

The property owner is required to show that they have all the proper certificates for property systems (e.g., boiler, elevators, fire alarms, lead-based paint, and sprinkler systems). Certificates are documents certifying that specific safety and maintenance requirements have been fulfilled. Although there may be a system associated with each individual building, there may be only one overall certificate for each system.

The following certificates are required by REAC protocol:

- Boilers
- Elevators
- Fire Alarms
- Lead-Based Paint (LBP) Disclosure form

**Note:** *Inspectors randomly select 5 tenant files from buildings constructed prior to 1978. If any of the 5 tenant files contain the LBP disclosure form the inspector checks YES on the DCD. If none of the files contain the LBP disclosure form the inspector checks NO. If none of the buildings were constructed prior to 1978 the inspector checks NA.*

- Lead-Based Paint (LBP) Inspection report

**Note:** *If the property has buildings constructed prior to 1978 the REAC inspector asks the property manager if the property has ever been inspected for LBP. If the manager says no, the inspector checks NO on the DCD. If the manager says yes, the REAC inspector asks the manager to see the Lead-Based Paint Inspection Report. If the manager produces a Lead-*

***Based Paint Inspection Report, the inspector checks YES on the DCD. If the manager cannot produce a Lead-Based Paint Inspection Report, the inspector checks NO on the DCD. If the property does not have any buildings constructed prior to 1978, the inspector checks NA.***

- Sprinkler Systems

Inspectors should first determine if each certificate is applicable for the property. If a certificate is applicable, the inspector must verify the expiration date and record the information in the PASS 2.3 software. The inspector must physically verify all applicable certificates and expiration date for each property system, not just the sample buildings, and mark YES or No in the PASS 2.3 software. In addition to verifying property system certificates, the inspector should verify that the property owner provided the residents with a written notification of the upcoming inspection.

If the property owner did not provide a notification letter to the residents, the inspector should not inspect the property and should call the Contractor Help Desk to advise them of the situation.

## **STEP 11: Generate the Sample**

Once certificates are verified, the inspector should generate an inspection sample using the sampling function of the PASS 2.3 software. Sampling plays a key role in the inspection process as it allows an inspector to assess a small set of randomly chosen buildings and units instead of every single one.

Using mathematical and statistical equations, the PASS 2.3 software generates a random sample displayed as a list of random numbers. These numbers are used in the next step to select units to inspect. The PASS 2.3 software calculations are designed to select a sample that reflects what would have been recorded had all buildings and units been inspected. Each sampled building will have its own set of sample units.

Although the PASS 2.3 software actually calculates the sample, it is the inspector's responsibility to carefully follow the Physical Inspection Protocol to ensure that the sample is valid. The inspector is responsible for confirming property, participant, and building information prior to generating the sample. Failure to verify this information may result in inaccurate samples that may invalidate the entire inspection.

Property owners should not be allowed to alter units in the sample. If an owner or representative insists on altering the sample, inspectors should contact the Contractor Help Desk for assistance.

## STEP 12: Select Units to Inspect

Once the sample is generated, the PASS 2.3 software displays a sequence of whole numbers in the “Sample Units” text field on the “Building/Dwelling Information” tab. The inspector is responsible for using the number sequence to select building units to inspect.

Selecting units to inspect requires:

- PASS 2.3 software-generated sample units
- An all-inclusive list of units (e.g., a rent roll listing of all units, both vacant and occupied)

Each number in the “Sample Units” field represents a unit in the selected building. The position of each number represents the relative position of the unit on the list of units. The number “4”, for example, represents the fourth unit appearing on the list of units for that particular building.

If an all-inclusive list of units is unavailable, the inspector should select units in ascending order from the lowest floor to the top floor. For example, in a building with two floors and six units numbered 1A, 1B, 1C, 2A, 2B, and 2C the number “4” on the list would refer to unit 2A.

**Key Point:** *The sampling function of the PASS 2.3 software generates a statistically valid random sample of buildings and units for inspection. Inspectors must follow the sample steps:*

- 1. Generate the sample**
- 2. Match sample to all-inclusive list of units**
- 3. Select units in order given by sample**

***To maintain statistical validity, it is important to select unit inspections in order in which they are displayed in the “Sample Units” field.***

## STEP 13: Select Alternate Units to Inspect

In order to maintain a statistically valid sample, inspectors must inspect an alternate unit whenever a sample unit is considered uninspectable. The sampling function of the PASS 2.3 software automatically generates alternate units. Alternate units are displayed after the sample units in the “Sample Units” text field.

Alternate selection follows three basic guidelines:

- If there are no available alternate units in the sampled building, the inspector should select the first alternate unit in the next sampled building of the same type.
- If there are no alternate units available in the same building type, the inspector should use an alternate unit in the other building type group.
- If there are no other alternate units available, the inspector should call the Contractor Help Desk for assistance.

Inspections should be conducted using the exact sample of buildings and units generated by the sampling function of the PASS 2.3 software. The inspector may inspect alternate units at any time during the inspection, however, alternates must be selected in the order they are displayed in the PASS 2.3 software.

For example, units 1C, 2A, 3D, 4A are in the sample. Unit 12A and 1B are the alternate units. If 2A is uninspectable, the first alternate unit (12A) must be selected before the second alternate (1B). The alternate 12A may be inspected at any time during the inspection, but must be used as an alternate before 1B is used as an alternate.

### ***Sampling Do's and Don'ts***

Inspectors must follow Physical Inspection Protocol rules when generating an inspection sample.

#### **Do:**

- Verify all property and building information prior to generating the sample
- Use the all-inclusive list of units to determine sample units
- Select units in the order they are displayed
- Select alternate units in the order they are displayed

#### **Don't:**

- Allow property owners to alter units in a sample
- Provide property owners with a list of sample units prior to the inspection
- Deviate from the Physical Inspection Protocol

### ***Inspection Guidelines***

Once the inspection sample is generated, the inspector may begin the actual physical assessment. There are no set rules regarding the order of an

inspection, but inspectors must assess all inspectable items for each inspectable area of the property.

There are five inspectable areas:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Units

To ensure a successful inspection, inspectors should follow REAC guidelines. During the inspection, inspectors should:

- Answer resident questions, but direct specific complaints or concerns to the property owner or representative escort
- Remind residents that the purpose of the inspection is to assess the physical condition of the unit, not evaluate housekeeping
- Assess items inside the development/property, inspectors should not inspect physical structures that are not under the control of the housing provider (e.g., city sidewalks and streets)

### ***Health and Safety Hazards***

HUD and REAC are very concerned about Health and Safety issues, such as a blocked emergency exit, that pose a threat to the health and safety of the residents. All Health and Safety issues must be recorded in the PASS 2.3 software and brought to the attention of the property owner immediately. The inspector must assess and rate any observed Health and Safety deficiencies. Each Health and Safety item has one or more observable deficiencies. Health and Safety items include:

- Air Quality
- Electrical Hazards
- Elevator
- Emergency/Fire Exits
- Flammable Materials
- Garbage and Debris
- Hazards
- Infestation

REAC has determined that certain deficiencies create Health and Safety concerns. When these deficiencies are marked “Level 3”, they are automatically



populated as being Health and Safety items. The inspector may also manually record Health and Safety issues for any area of the property. If a deficiency does not fall under any specific Health and Safety category, it can be recorded in the “Hazards, Other” section.

### ***Life-Threatening Health and Safety Hazards***

Certain Health and Safety deficiencies are considered life-threatening. The following life-threatening health and safety hazards are listed on the Notification of Exigent and Fire Safety Hazards Observed form:

- Propane, natural, or methane gas detected
- Exposed wires or open electrical panels
- Water leaks on or near electrical equipment
- Blocked or unusable emergency or fire exits
- Blocked fire escapes or ladders
- Missing gas-fired hot water heater/HVAC, misaligned chimney
- Window security bars preventing exit
- Expired fire extinguishers
- Inoperative/missing smoke detectors

## **STEP 14a: Inspect Site**

The inspector is responsible for assessing the physical condition of the property site. The site is the area surrounding all buildings of the property. There is only one site per property, even if the property is a scattered site. The inspector is required to inspect the site for both specific inspectable items and Health and Safety hazards. The site can be inspected at any point during the inspection, but the inspector must record all observable defects before uploading can occur.

## **STEP 14b: Inspect Building**

The inspector must assess the physical condition of three areas for each sample building:

- Building Exteriors - outside building surfaces (e.g., fire escapes, lighting)
- Building Systems - civil systems that support the building (e.g., domestic water, HVAC)
- Common Areas - areas within each building that are usable by more than one resident or by the property administration

The inspector should follow REAC business rules for the following:



A sample building is discovered to be uninspectable by REAC standards:

- The inspector should reclassify the building as uninspectable in the PASS 2.3 software and inspect the first alternate building
- Alternate building may be inspected at any time during the inspection
- Alternate building must be selected in the order they are displayed in the PASS 2.3 software

A missed building is discovered before the inspection has begun, but after the sample has been generated:

- The inspector should regenerate the sample

A missed common building is discovered after the inspection has begun:

- The inspector should add the building to the property profile, change the Reason Uninspectable to “None Entered”, and inspect the building

A missed building with units is discovered after the inspection has begun:

- The inspector should contact the Contractor Help Desk

## **STEP 14c: Inspect Units**

The inspector is required to physically verify all units within a sampled building declared uninspectable by the property owner.

In the event a sample unit is declared uninspectable during the inspection, the inspector must indicate the reason in the PASS 2.3 software and select the next alternate unit indicated in the generated sample list. Alternate units must be selected in the order they are displayed in the PASS 2.3 software, but may be inspected in the order most convenient to the inspector.

## **STEP 15: Confirm/ Verify Inspection Data**

Upon completion of the inspection, the inspector should verify that all inspectable items were assessed. The PASS 2.3 software has a built-in verification system that automatically reviews the thoroughness of the inspection by identifying missing items. The verification is performed using the “Check/Prepare” tab.

**Key Point:** *Only a completed inspection can be sent to REAC. If there are incomplete items, the inspection cannot be uploaded.*

It is important to use the “Check/Prepare” tab before leaving the site. The inspector must visually verify all inspectable items. If the “Check/Prepare” function is executed after leaving the site and missing information is discovered, the inspector may have to return to the property to complete the inspection.

## **STEP 16: Complete Notification of Exigent and Fire Safety Hazards Observed Form**

Life-threatening hazards must be entered into the PASS 2.3 software and recorded on the Notification of Exigent and Fire Safety Hazards Observed form. Property owners should sign the form in acknowledgment of the safety hazard. If the property owner refuses to sign the form, the inspector should note the refusal on the form. The original form must be left with the property owner, and a copy faxed to REAC.

**Key Point:** *All life-threatening safety hazards must be entered into the PASS 2.3 software and recorded on the Notification of Exigent and Fire Safety Hazards Observed form.*

It is important to complete the Notification of Exigent and Fire Safety Hazards Observed form in its entirety. The information will be used later by a HUD representative to follow-up on the property to ensure that any potential Health and Safety hazards have been dealt with properly.

## **STEP 17: Submit Form**

The inspector must fax a copy of the Notification of Exigent and Fire Safety Hazards Observed form to REAC by 10:00 AM (Eastern Standard Time) the day after the inspection. The inspector can fax the form from the site, office or hotel.

## **STEP 18: Upload Completed Inspection**

Once the PASS 2.3 software verifies the inspection is complete, it must be uploaded to the REAC database. The data is electronically transmitted to the REAC database via the Internet. Uploaded data will be scored by PASS On-Line. All completed inspections must be uploaded daily from off-site.

Problems with uploading should be directed to the Contractor Help Desk for technical support. Inspectors should not contact REAC directly for technical problems.

### ***Variances***

Variances in the established Physical Inspection Protocol impact the accuracy and validity of property inspections. Variances are alterations to the standard inspection procedures as defined by the Physical Inspection Protocol. The variances are:

- Subjectivity
- Negligence

- Gaming

**Subjectivity** occurs when inspectors make personal judgements about the condition of a property or allow their personal biases to affect how they inspect.

Examples:

- Allowing bad property management to affect the assessment
- Allowing bad housekeeping to affect the assessment
- Allowing negative opinions about public housing to affect the assessment
- Assessing items that are not defined by REAC as an inspectable item

**Key Points:** *Inspectors must remain objective and impartial, otherwise it impacts the objectivity and scoring of the inspection. Following the REAC protocol increases the inspector's ability to provide objective assessments*

**Negligence** occurs when an inspector purposely tries to avoid following the inspection protocol, in order to reduce the time or effort required inspecting a property.

Examples:

- Skipping key activities like checking appliances and systems
- Not verifying property or building information
- Not thoroughly inspecting items to truly determine their condition

**Gaming** occurs when an inspector performs illicit activities in an attempt to cheat the system.

Examples:

- Providing the property owner with the sample units ahead of time, so that the owner can clean up the units to be inspected which results in a quicker inspection for the inspector and a higher score for the owner.
- Accepting bribes or favors from property owners in return for leniency during the inspection

Variances must not occur if REAC is to maintain its goal to provide HUD with consistent, objective, and standardized information about the physical condition of properties.

## Part 3: Quality Assurance

### QA FUNCTION

REAC's Quality Assurance (QA) function in the Physical Inspection Program guarantees that property assessments are conducted according to the Physical Inspection Protocol. Quality Assurance supports REAC in its effort to assess the physical condition of HUD's housing portfolio and ensure decent, safe, and sanitary housing conditions for residents. More specifically, the QA program objectives are to:

- Evaluate the performance of the inspectors and aid in the development of their inspection skills
- Evaluate the performance of the Physical Inspection Program and define areas which are in need of improvement
- Identify discrepancies in the data received by REAC from the inspectors and define ways to resolve such discrepancies
- Take appropriate action when needed to guarantee that inspectors accurately adhere to the Physical Inspection Protocol
- Ensure that contractors establish and maintain an effective Quality Control (QC) program to monitor its own performance and compliance with the contract

The Quality Assurance review focuses on four principal inspection areas:

- **Property Profile** - missing/incomplete owner, participant, location information
- **Questionable N/As** - N/A for items that should not have N/A without an explanation (e.g., N/A for roof, fire escape for high-rise)
- **Sample Size** - incorrect sample or size without explanation
- **Protocol Discrepancies** - incorrect application of REAC protocol, (i.e., identification of deficiencies outside the scope of REAC's current deficiency definitions)

Trained QA inspectors perform collaborative inspections with inspectors on HUD properties. This enables QA to identify issues and take appropriate actions as necessary.

**Key Point:** *The objectives of REAC's Quality Assurance program are to continuously improve and create value in its physical inspection process.*

## **CONTRACTOR QUALITY CONTROL (QC) PROGRAM**

Contractor organizations awarded contracts by REAC must establish and maintain a Quality Control (QC) program. This measure allows the contractor to monitor its own performance and make certain it is following contract requirements. As part of its QC program, the contractor may conduct QC inspections to evaluate the inspector's performance. QC inspections are similar to QA inspections and may be performed in collaboration with or independent of the inspector. The REAC's Quality Assurance Inspection Team will periodically assess the performance of the contractor's Quality Control Program.

## **REAC QA INSPECTOR**

REAC has brought together a team of experienced inspectors to carry out the Quality Assurance Program. All QA inspectors must learn REAC's Physical Inspection Protocol and pass the certification test before being eligible to conduct inspections on HUD housing.

These QA inspectors have inspection experience in the following areas:

- Multifamily, Public, and Indian housing properties
- Construction (e.g., foundations, structures, framing, plumbing, heating, air conditioning, interiors, insulation, and ventilation)

The Quality Assurance inspector's job is three-fold:

- First, QA inspectors must make certain that the REAC Physical Inspection Protocol and contract requirements are followed at all times.
- Second, QA inspectors work closely with the Quality Control (QC) program set up by the contractor. In this situation, QA inspectors work on-site with the contractor's QC inspectors to collaborate the observations of inspectors. This guarantees that the definitions and procedures within the protocol are followed appropriately and consistently.
- Third, QA inspectors act as a liaison or contact person to the Government Technical Representative or the Government Technical Monitor (GTR/GTM). In this capacity, QA inspectors are responsible for relaying information on REAC protocol, hardware and software revisions, and definition revisions to the contractor so that the inspectors have the most up-to-date information.

The QA inspectors perform various roles in an effort to obtain an accurate picture of the physical inspection process. Therefore, REAC can determine the effectiveness of the Physical Inspection Program and can identify those areas that may need attention.

**Key Point:** *The QA inspectors' primary role is to make certain that the Physical Inspection Protocol is followed properly. Strict adherence to this protocol guarantees comprehensive and objective assessment results. Failure to comply with this protocol adversely impacts the data evaluated by REAC. Therefore, it is the goal of the QA team to see that noncompliance does not occur and take appropriate actions if it does.*

## QA INSPECTION PROCESS

To obtain a better understanding of the role of Quality Assurance, it is helpful to know how inspections are initiated and the types of inspections that occur.

The Regional Quality Assurance Manager typically initiates inspections in three possible ways:

- Departmental and/or Program Office priorities and special requests
- QA triggers (e.g., information and analyses that reveal discrepancies in inspector performance or property conditions)
- Assignment of collaborative inspections performed by the QA inspector assigned to that contract area

Once QA identifies a property for assessment, it is scheduled accordingly.

**Key Point:** *It is REAC's intent to meet with each inspector at least twice every quarter.*

A QA inspection is initiated based on the contractor's physical inspection schedule. Therefore, it is essential that inspectors report inspection schedules in accordance with contract requirements. Any date or time changes must be reported to the GTR/GTM immediately so that changes can be made accordingly. Furthermore, the inspector must report on-site delays or cancellations to their contractor in compliance with contract requirements. The main type of QA inspection that HUD-certified inspectors will encounter is the Collaborative Inspection. This is a QA assessment performed in collaboration with the contractor inspector.

The purpose of the QA assessment is to:

- Reinforce inspector training
- Ensure inspector's compliance with REAC inspection protocol
- Evaluate basic inspector skills
- Obtain critical information for improving training and software

## QA AND THE INSPECTOR

Quality Assurance has an important role in continuously improving the assessment process. QA results are channeled back into training, contractor quality control, and process evaluation to continually improve the REAC Physical Inspection Program. Therefore, these QA results have a direct impact on the inspectors who perform the physical assessments of HUD properties. It is important to note:

- QA inspectors monitor inspector compliance and measure the effectiveness of the process. Thus, it is in the inspector's best interest to properly follow the inspection protocol so that assessment results agree with Quality Assurance results.
- QA inspectors are a valuable resource for inspectors' continued development. These QA inspectors are highly trained in the Physical Inspection Protocol and can provide insight and advice into the process for all HUD contractor inspectors. Therefore, it is encouraged that inspectors utilize the QA team as a source for information to enhance inspection skills.
- Because QA inspectors evaluate compliance with the Physical Inspection Protocol, it is also their responsibility to take the necessary actions to make certain the protocol is adhered to at all times. These actions may include recommending the removal of an inspector who demonstrates the inability or unwillingness to comply with the protocol.

## VARIANCE PREVENTION

REAC has put into place a QA program that is designed to prevent gaming and negligence. Various automated analyses are performed that can detect when the inspection protocol is not being performed. For example, the time a sample is generated and the time the first observation is entered into the PASS 2.3 software are recorded. If these two times are not on the same day, REAC will know that the sample was generated ahead of time. This inspection will be flagged for QA review. If an inspector is caught participating in gaming or other practices, the inspector's REAC certification is revoked.

**Key Point:** *Inspectors who have the required physical assessment skills and are conscientiously trying to follow the protocol, can use Quality Assurance as a key resource for continued improvement and success.*

## CHAPTER 2: USING THE DCD

- Part 1: Starting Inspection Program**
- Part 2: Downloading Property Information**
- Part 3: Editing Property Information**
- Part 4: Edit Property Information**
- Part 5: Processing the Inspection**
- Part 6: Complete/Upload Inspection**


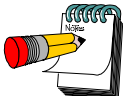






### OVERVIEW


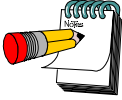

The purpose of *Chapter 2: Using the DCD* is to provide a review process on how to use the hand-held computer data collection device (DCD) to conduct a physical inspection. Chapter 2 provides detailed instructions for performing each phase of the physical inspection process.



## Part 1: Starting Inspection Program


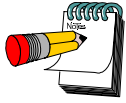

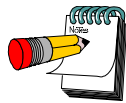

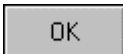
The HUD Physical Inspection software (PASS Version 2.3) runs on Windows 95 and data is transferred via the Internet using your data collection device (DCD). Before connecting to the Internet, you will need your Inspector ID and password. Throughout this document, the word “tap” is used, when referring to performing an action on the DCD. This is interchangeable with the term “click.”


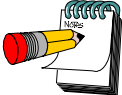

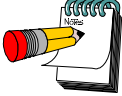
| STARTING INSPECTION PROGRAM |  |
|-----------------------------|--|
| Connecting to Internet      |  |
| <b>Step 1</b>               | <ul style="list-style-type: none"> <li>First connect your DCD to a phone line and turn the power on.</li> <li>Double-tap on the <b>My Computer</b> icon .</li> <li>Double-tap on the <b>Dial-Up Networking</b> folder.</li> <li>Double-tap on the <b>HUD</b> icon.</li> </ul> <div>  <p><i>This icon must be named “HUD” for system compatibility.</i></p> </div> <ul style="list-style-type: none"> <li>Enter your ISP <b>Username</b>, <b>Password</b>, and <b>Phone Number</b> in the appropriate fields.</li> <li>Tap on the <b>Connect</b> button. The message box changes from dialing to verifying user name/password to logging on to the network. After connection occurs, the network neighborhood icon  appears in the system tray.</li> <li>Double-tap on your <b>Browser</b> icon (e.g., Netscape), to access the Internet.</li> <li>Tap the <b>Close</b> control icon  in the top right corner of the screen.</li> <li>Double-tap on the <b>Network</b> icon  in the system tray, and a window pops up.</li> <li>Tap on the <b>Disconnect</b> button  to end your Internet session.</li> </ul> |
| Logging In To PASS 2.3      |  |
| <b>Step 2</b>               | <ul style="list-style-type: none"> <li>Double-tap the <b>Physical Assessment (PASS)</b> icon . The <b>HUD Physical Assessment Subsystem (PASS) for Windows 95</b> screen displays.</li> </ul>   |
| <b>Step 3</b>               | <ul style="list-style-type: none"> <li>Tap on the <b>Proceed With Log On</b> button .</li> </ul>   |

| <i>Logging In To PASS 2.3</i> |  |
|-------------------------------|--|
| <b>Step 4</b>                 | <ul style="list-style-type: none"> <li>Enter your HUD-issued inspector ID in the <i>Inspector ID</i> field, and your password in the <i>Password</i> field on the <b>Housing Inspection Log On</b> screen.</li> </ul>  |
| <b>Step 5</b>                 | <ul style="list-style-type: none"> <li>Tap on the <i>Log On</i> button .</li> </ul>  <p><i>If your ID and password are accepted, you have successfully logged on and are ready to process an inspection.</i></p> |
| <b>Step 6</b>                 | <ul style="list-style-type: none"> <li>Tap on the <i>Process an Inspection</i> button .</li> </ul>   |

## Part 2: Downloading Property Information

The first step in the HUD Physical Inspection process is receiving property profile information from REAC. This is accomplished by downloading the information from REAC via the Internet to your DCD. Remember, to download information from the Internet, you need to connect your DCD to an analog phone line.

| DOWNLOADING PROPERTY INFORMATION |  |
|----------------------------------|--|
| <b>Step 1</b>                    | <ul style="list-style-type: none"> <li>Tap on the <b>Check/Prepare/Import</b> tab, and the <b>Check/Prepare/Import</b> screen displays.</li> </ul>   |
| <b>Step 2</b>                    | <ul style="list-style-type: none"> <li>Tap on the <b>Dial-Up</b> button  to connect to the Internet.</li> </ul>   |
| <b>Step 3</b>                    | <ul style="list-style-type: none"> <li>Tap on the <b>Connect</b> button (<i>if not already connected to the Internet</i>).</li> </ul>  <p><i>The DCD automatically dials the internet service provider designated in the set-up and connects to the appropriate REAC download site. Remember, the user name is the ISP ID provided by your company.</i></p>   |
| <b>Step 4</b>                    | <ul style="list-style-type: none"> <li>Tap on the <b>Download Record(s)</b> button .</li> </ul>  |
| <b>Step 5</b>                    | <ul style="list-style-type: none"> <li>Enter the inspection ID number(s) on the <b>Enter Inspection Number</b> screen.</li> </ul>  <p><i>When downloading multiple inspections, separate each ID number with a comma, and no spaces (389,390,391). It is also recommended that no more than three inspections be downloaded at one time.</i></p> <ul style="list-style-type: none"> <li>Tap on the <b>Display Details</b> button .</li> </ul> |
| <b>Step 6</b>                    | <ul style="list-style-type: none"> <li>Enter your user ID (HUD-issued 'M' number) in the <b>Username</b> field, and your password in the <b>Password</b> field on the <b>Authentication</b> screen.</li> <li>Tap on the <b>OK</b> button  to obtain the status of the inspection on the <b>Importing Download Inspection(s)</b> screen.</li> </ul>  |

| DOWNLOADING PROPERTY INFORMATION |   |
|----------------------------------|---|
| <p><b>Step 7</b></p>             | <p>▶ Tap on the <b>Import</b> button . The system begins processing the inspection components. Processing time varies according to the size of the inspection. The larger the inspection, the longer the processing time.</p> <p> Before proceeding, wait until the status message, "Profile Complete, Click Close Form for Record Verification" appears.</p>  |
| <p><b>Step 8</b></p>             | <p>▶ Tap the <b>Close Form</b> button  for record verification. If the verification process is successful, the <b>Check/Prepare/Import</b> screen displays. However, if there are errors, an error window displays.</p> <p> The system verifies this specific data (properties, inspections, buildings, participant, and addresses) is received accurately. If any of this information is incorrect or missing, then an error message identifying the problem displays.</p> |
| <p><b>Step 9</b></p>             | <p>▶ Disconnect from the Internet.</p>  |

## ERROR MESSAGES

Error messages are indications that part of the inspection data is missing. Regardless of how complete an inspection on the **Property Inspectable Items screen**, **data is missing**. The following steps must be taken to correct the problem.

- Delete the inspection
- Compress the database
- Download the inspection again

If error messages appear after the inspection has been downloaded for the second time, contact your Contractor Help Desk.

The error messages are identified by number, along with recommendations for correction in the following table.

### DCD 2.3 ERROR LOG

| <b>Error #</b> | <b>Message</b>                                 | <b>Recommendation</b>  |
|----------------|--|--|
| 1              | Cannot connect to the database                 | User should try again later.   |
| 2              | Error on data retrieval                        | If the user gets this consistently while trying to download the same inspections, find out what inspections they are trying to download.   |
| 10             | No data returned on form                       | User is trying to download a non-existent inspection.  |
| 11             | Same as 10                                     | User is trying to download a non-existent inspection.  |
| 91             | Object variable or With block variable not set | Connection has been lost, please exit out of the software and re-enter. If problem persists, call Help Desk.   |
| 101            | Connection error                               | User should try again later.   |
| 102            | Insert error                                   | If the user gets this consistently while trying to upload the same data, please send the .mdb file to Help Desk.   |
| 103 & 104      | Insert Error                                   | Similar to 102, except that the upload was processed further before a discrepancy was encountered.   |
| 151            | Incomplete upload                              | Inspection data does not contain 17 columns of data per row (21 columns for version 2.1 and 2.1.100499). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk. |
| 152            | Incomplete upload                              | Building data does not contain 14 columns per row (16 cols. for v2.1, 2.1.100499) Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.                        |
| 153            | Incomplete upload                              | Unit data does not contain 12 columns per row (13 cols. for v2.1, 2.1.100499). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.                           |
| 154            | Participant data                               | 11 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.   |

### DCD 2.3 ERROR LOG

| <b>Error #</b> | <b>Message</b>  | <b>Recommendation</b>  |
|----------------|---|--|
| 155            | Address data  | 20 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk. |
| 156            | Item data   | 10 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk. |
| 157            | Defect data   | 11 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk. |
| 158            | Project data  | 6 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.  |
| 159            | Chop-off  | Project data - timestamp check. Final timestamp is not present, please forward the .mdb file to the Help Desk.                   |
| 160            | Chop-off  | Uploaded record counts don't match actual counts.  |
| 161            | Incorrect version   | Not currently in use.  |
| 900            | Insert of Property Information failed or has encountered a problem          | Please contact the Help Desk.  |
| 901            | Insert of Inspection information failed or has encountered a problem        | Please contact the Help Desk.  |
| 902            | Insert of the Building information failed or has encountered a problem      | Please contact the Help Desk.  |
| 903            | Insert of the Participant Information failed or has encountered a problem   | Please contact the Help Desk.  |
| 904            | Insert of the Address Information has failed or has encountered the problem | Please contact the Help Desk.  |
| 905            | Item records or Defect records have not been generated                      | Please delete the Inspection, Compress the database and download again.  |

## Part 3: Edit Property Information


You begin to process an inspection from the **Property Information** screen that contains general information about the property. From this screen, you navigate through all the components of the property profile.

The top portion of the screen contains property information, such as the inspection number, inspection date, property ID number, PIH number, property name, if a scattered site, and a summary table. From the download, the table provides the total number of expected buildings and units.

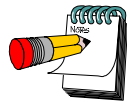
Once you select a property, buttons located at the bottom of the **Property Information** screen allows you to perform these actions:

- Participant information
- Address information
- Inspection information
- Certificate information
- Record area measures, and
- Conduct administrative tasks.

To access a previously downloaded inspection, select the row containing the appropriate Inspection ID and Property Name, which are provided to an inspector by their company.

| EDIT PROPERTY INFORMATION           |   |
|-------------------------------------|---|
| <i>Selecting a Property</i>         |   |
| <b>Step 1</b>                       | <ul style="list-style-type: none"><li>▸ Tap on the <b>Property Information</b> tab, and the <b>Property Information</b> screen displays.</li><li>▸ Select the appropriate inspection ID number and property name.</li></ul>   |
| <i>Editing Property Information</i> |   |
| <b>Step 2</b>                       | <ul style="list-style-type: none"><li>▸ Tap on the <b>Edit Inspection</b> button .</li><li>▸ Enter changes to the <b>Property Name</b>, <b>Scattered Site</b> information, and enter <b>Comments</b> if applicable.</li></ul> |

## EDIT PROPERTY INFORMATION



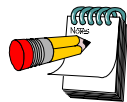
The **Comments** field allows the user to enter up to 255 characters, and is updateable once the **Edit Inspection** button is tapped.

- Tap on the **Save Inspection** button  to save edits.

### Step 3

- Tap on the **Address Info** button .

- Tap on the **Edit Address** button .





After verifying property information, the **Property Information** tab allows you to make any necessary changes to the property information.


- Tap on the **Save Address** button  to save edits.

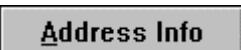
## Adding Participant Information

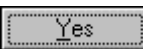
### Step 4

- Tap on the **Participants** button  to add, edit, or delete participant information.

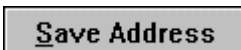
- Tap on the **Add Participant** button  and enter the participant information.


- Tap on the **Save Participant** button  to save participant information.

- Tap on the **Address Info** button . A message displays indicating address information does not exist for this participant.


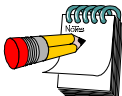



- Tap on the **Yes** button  to add address information for the new participant.

- Enter the participant address information.

- Tap on the **Save Address** button  to save the new information.

- Tap on the **Close Form** button  to return to the **Property Information** screen.



| EDIT PROPERTY INFORMATION             |  |
|---------------------------------------|--|
| Recording Certificate Information     |  |
| <p><b>Step 5</b></p>                  | <ul style="list-style-type: none"> <li>Tap on the <b>Certificates</b> button  on the <b>Property Information</b> tab. The <b>Certificate/Inspections/PM Records</b> screen displays with the list of certificates to be verified.</li> <li>Tap in the appropriate checkbox for each certificate.</li> </ul> <div data-bbox="406 579 526 674">  </div> <p><i>Each certificate must be verified and checked accordingly. If you verified the existence of a certificate, enter it in the <b>Yes</b> column. If a certificate is not available for you to verify, enter it in the <b>NO</b> column. If a certificate is not applicable to the property inspection, enter it in the <b>NA</b> column.</i></p> <div data-bbox="841 804 933 898">  </div> <ul style="list-style-type: none"> <li>Tap on the <b>Close Form</b> button  to return to the <b>Property Information</b> screen.</li> </ul> |
| Recording Proportionality Information |  |
| <p><b>Step 6</b></p>                  | <ul style="list-style-type: none"> <li>Tap on the <b>Area Measures</b> button . The <b>Area Measures</b> screen displays.</li> <li>Enter the total square footage for <b>Parking Lots/Driveways/Roads</b>.</li> <li>Enter the total square footage <b>Walkways/Steps</b>.</li> <li>Enter a checkmark in the box <b>Provided by PHA</b>, only if the measures were provided by the PHA. Leave this blank if measurements were not provided by the PHA.</li> <li>Tap on the <b>Save</b> button.</li> </ul>   |

## LEAD-BASED PAINT

### ***Background Information:***

Section 1018 of the Residential Lead-Based Paint Hazard Reduction Act of 1992 requires sellers, landlords, and agents to warn homebuyers and tenants of lead-based paint and lead-based paint hazards in housing built prior to 1978. The lead-based paint disclosure regulations implementing this statutory provision (Lead Disclosure Rule) apply to all pre-1978 housing including all public housing and HUD-assisted housing, as well as private housing.

REAC's Physical Inspection Protocol requires the following information relevant to targeting Lead Disclosure Rule enforcement efforts:

- Date of construction of buildings
- Condition of paint
- Presence of lead certificates

With the release of DCD 2.3, REAC added the following two lead-based paint items to the physical inspection protocol:

- Presence of lead-based paint disclosure forms
- Presence of lead-based paint inspection reports

## PROPORTIONALITY

Proportionality is used to determine the percentage of the defected area. The level of the rating is based on the percentage of the defect. The percentage is calculated by dividing the total area by the measurement of the defect.

**Example:** If the Total Area of the parking lot is 5,000 square feet and the defect is 500 square feet, then the defect represents 10% of the total area.

The three inspectable defects where proportionality applies are:

- Ponding (parking lots/driveways/roads)
- Cracks (parking lots/driveways/roads)
- Cracks/settlement/heaving (walkways/steps)

Ask the property representative to provide the total area of the parking lots/driveway/roads (in square feet) and the walkways/steps (in square feet) on the site that is owned by the PHA. If the PHA does not know the area measure, the inspector will estimate the measurement of the area. If the PHA does not know the total area of the parking lot but knows the number of parking spots, the

inspector will multiply the number of spots by a predetermined measurement to convert the number of spaces to an area measurement.

The predetermined measurement for full-sized cars is 9 ft. by 20 ft. or 180 square feet. For subcompact cars the predetermined measurement is 8 ft. by 15 ft. or 120 square feet.

**Note:** *The measurement for the driveway within the parking lot is the length of the driveway x 20 ft.*







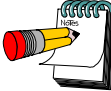

Source for the predetermined measurements: [A Policy on Geometric Design of Highways and Streets](#) published by AASHTO.


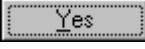



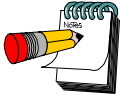


## DELETING AN INSPECTION

An incorrectly entered inspection record can be deleted from the DCD by using the **Administration** button. **However, when you delete an inspection record, all associated records are deleted.** For example, building and unit information, as well as inspection results are deleted.

## Part 4: Enter Buildings and Units

The **Building/Unit Information** screen displays detailed information about the buildings and dwelling units in the selected property. This is where the inspector enters all pertinent building and unit information for an inspection record, and generates the **Sample Unit**. In addition to adding and editing building and unit information, the system provides functions for deleting building and unit information.

| Enter Buildings |  |
|-----------------|--|
| <b>Step 1</b>   | <ul style="list-style-type: none"> <li>Tap on the <b>Building/Unit Information</b> tab and the <b>Building/Unit Information</b> screen displays.</li> <li>Tap on the <b>Add Building</b> button .</li> <li>Enter data in the <b>Building Name</b>, <b>Building Type</b>, <b>Construction Year</b>, <b>Units in Building</b>, and <b>Reason Uninspectable</b> fields.</li> </ul>  <i>The asterisk (*) before a field name indicates a required field.</i> |
| <b>Step 2</b>   | <ul style="list-style-type: none"> <li>Tap on the <b>Save Building</b> button  to save the building information. The <b>No Building Address Information</b> message window displays.</li> </ul>  |
| <b>Step 3</b>   | <ul style="list-style-type: none"> <li>Tap on the <b>OK</b> button . The <b>Building Address Information</b> message window displays.</li> </ul>  <i>The property address displays as the default address. If this is not the address of the new building, update fields appropriately.</i>  |
| <b>Step 4</b>   | <ul style="list-style-type: none"> <li>Edit the building address information as needed.</li> </ul>   |
| <b>Step 5</b>   | <ul style="list-style-type: none"> <li>Tap on the <b>Save Address</b> button  to save the address information. The <b>Building/Unit Information</b> screen displays.</li> </ul>  |

| <b>Generating Sample</b> |   |
|--------------------------|---|
| <b>Step 1</b>            | <ul style="list-style-type: none"> <li>Tap on the <b>Generate Sample</b> button  on the <b>Building/Unit Information</b> tab.</li> </ul>  |
| <b>Step 2</b>            | <ul style="list-style-type: none"> <li>Tap on the <b>Yes</b> button  when the <b>Generate Sample</b> screen appears and asks if all the information is verified.</li> <li>Tap on the <b>OK</b> button  when the sample information is successfully generated.</li> </ul>  |
| <b>Entering Units</b>    |   |
| <b>Step 1</b>            | <ul style="list-style-type: none"> <li>Select a property from the <b>Property Information</b> screen.</li> <li>Select the building number(s) that correspond to the generated <b>Sample</b> from the <b>Building/Unit Information</b> screen.</li> </ul>  |
| <b>Step 2</b>            | <ul style="list-style-type: none"> <li>Tap on the <b>Units</b> button  to add unit(s) information.</li> <li>Tap on the <b>Add Unit</b> button  to add the <b>Sample</b> unit.</li> </ul>   |
| <b>Step 3</b>            | <ul style="list-style-type: none"> <li>Enter data in the <b>Unit Number</b>, <b>Unit Type</b> and <b>Reason Uninspectable</b> fields for all <b>Sample</b> units. The data entered is based on the generated Sample and the rent-roll supplied by the property owner or designated representative.</li> </ul> <div data-bbox="406 1115 524 1209">  </div> <p><i>Do not enter alternate <b>Sample</b> units unless an alternate must be inspected in the place of a <b>Sample</b> unit.</i></p> <ul style="list-style-type: none"> <li>Change the <b>Occupied</b> checkbox field if necessary. This field automatically defaults to "Occupied" unless changed.</li> </ul> |
| <b>Step 4</b>            | <p>Tap on the <b>Save Unit</b> button  to save the unit information.</p> <p><b>Important: All the units in the SAMPLE must be entered.</b></p>  |
| <b>Step 5</b>            | <ul style="list-style-type: none"> <li>Tap on the <b>Close Form</b> button  to return to the <b>Property Information</b> screen.</li> </ul>  |

## SAMPLE/ALTERNATE BUILDINGS AND UNITS

The system generates a random sample to allow you to inspect a subset of chosen buildings/units instead of all buildings/units in the property.

Each building included in the sample will be indicated in the ***In Sample*** column. “Yes” indicates a sample building. “Alt” indicates an alternate sample building. A blank indicates the building is not included in the sample.

As each building’s row is highlighted by the stylus, the ***Sample Units*** field displays, from left to right, the random selections of units for the building and the randomly selected alternate units in that building. The sequence of whole numbers, from left to right, represents the units in that building, their order of selection, and their category (inspection sample or alternate). Each number represents the unit’s relative position on an all-inclusive list of units for that particular building. The all-inclusive list is typically the rent roll. The number “4”, for example, represents the “fourth unit appearing on the rent roll or other acceptable list of units” for that building. The number is never larger than the total number of units in the identified building.

If a rent roll is unavailable, the units are selected in ascending order from the lowest floor to the top floor. For example, if a building has 4 floors and 16 units numbered 1A – 1D, 2A – 2D, 3A-3D, and 4A – 4D, then the number 3 in the sample specification refers to unit 1C and the number 5 refers to unit 2A.

Alternate units may be required when the inspector is unable to access a sample unit. In such cases, record why it is uninspectable in the ***Reason Uninspectable*** field. **Alternates must be selected in the order listed.** These alternate units are displayed after the units sampled for inspection in the ***Sample Units*** field on the ***Building/Unit Information*** tab in PASS 2.3.

### Selection of Alternates

1. If a unit is uninspectable, substitute the sample unit with the first alternate unit in the list.
2. If there are no available alternate units within the same building, select the first alternate unit in the next sample building of the same type.
3. If there are no alternate units of the same building type, use the first alternate unit of the next building type group.
4. If there are no other alternate units available, contact the your (contractor) Help Desk.

## **BUILDING ADDRESS INFORMATION**

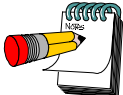
There are two new fields on the **Building Address Information** screen: Latitude and Longitude. These new fields are *only* used for properties in the Office of Native American Programs (ONAP).

Latitude and longitude coordinates apply only to ONAP properties. The requirements associated with the use of this feature are still in the pilot phase.


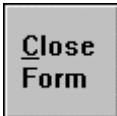
Using a Global Positioning System reader, inspectors can determine the latitude and longitude coordinates of each building in the inspection sample. There is one GPS reading for each building. The reading is taken from the main outdoor entrance of each sampled building. The latitude and longitude coordinates are recorded using the degrees, minutes, and seconds (DMS) format. (Example: Latitude: N 038° 53' 01.9" and Longitude: W 077° 01' 46.8").

## PART 5: Processing the Inspection

Deficiencies are classified as Level 1, Level 2, or Level 3 according to the protocol. For a Level 3 deficiency, you must enter comments and the location of the deficiency. In addition, identify and record both life-threatening and non life-threatening health and safety hazards. Inspectors record inspectable item deficiencies directly into PASS 2.3 while conducting an inspection. The deficiency definitions are available electronically in PASS 2.3.

| PROCESSING THE INSPECTION |  |
|---------------------------|--|
| <b>Step 1</b>             | <ul style="list-style-type: none"> <li>Tap on the <b>Property Inspectable Items</b> tab, and the <b>Property Inspectable Items</b> screen displays.</li> </ul>   |
| <b>Step 2</b>             | <ul style="list-style-type: none"> <li>Tap on the appropriate checkbox (<b>NOD, OD, NA</b>) for each inspectable item, in all areas. For all <b>Observed Deficiencies (OD)</b>, read the definitions and select the applicable deficiency.</li> </ul>  <p><b><i>You must address every inspectable item to successfully complete the inspection!</i></b></p>  |
|                           | <p><b>Site:</b></p> <ul style="list-style-type: none"> <li>Tap on the <b>Site</b> button to record site deficiencies, including health and safety items.</li> <li>Record deficiencies for each site inspectable item.</li> <li>Tap on the checkbox under <b>OD</b>. The <b>Inspectable Defects</b> screen displays.</li> </ul> <p><b>Proportionality:</b></p> <p>If an observable defect level (L1, L2, L3) on the <b>Inspectable Defects</b> screen for <b>Ponding</b> (Parking Lots/Driveways/Roads), <b>Cracks</b> (Parking Lots/Driveways/Roads) or <b>Cracks/Settlement/Heaving</b> (Walkway/Steps) is selected; then the appropriate screen displays requiring proportionality information.</p> <p>When proportionality applies to Cracks and Ponding:</p> <ul style="list-style-type: none"> <li>Tap on the level deficiency checkbox.</li> <li>Enter the square footage for the defective area in the <b>Defect Area</b> field.</li> <li>Tap on the <b>Compute %</b> button.</li> <li>Tap on the <b>Save</b> button. The <b>Location/Comments</b> window displays after the <b>Save</b> button is tapped when a Level 3 deficiency is selected.</li> </ul> |



| PROCESSING THE INSPECTION |  |
|---------------------------|--|
|                           | <p>Tap on the <b>Close Form</b> button  to return to the <b>Inspectable Items</b> screen.</p>   |
|                           | <p><b>Building:</b></p> <ul style="list-style-type: none"> <li>Tap on the drop-down menu to select the building.</li> <li>Record your observations for each building inspectable item.</li> </ul> <p><b>Exterior:</b></p> <ul style="list-style-type: none"> <li>Select a building and the exterior inspectable items display.</li> <li>Record your observations for each exterior inspectable item.</li> </ul> <p><b>Systems:</b></p> <ul style="list-style-type: none"> <li>Tap on the <b>System</b> button.</li> <li>Record deficiencies for each systems inspectable item.</li> </ul> <p><b>Common Areas:</b></p> <ul style="list-style-type: none"> <li>Tap on the <b>Common Areas</b> button.</li> <li>Record deficiencies for each common area inspectable item.</li> </ul> |
|                           | <p><b>Unit:</b></p> <ul style="list-style-type: none"> <li>Tap on the <b>Unit</b> drop-down menu to select the unit.</li> <li>Record your observations for each unit inspectable item.</li> </ul>  |
| <b>Step 3</b>             | <ul style="list-style-type: none"> <li>Record <b>ALL</b> Health and Safety issues as instructed.</li> </ul>  |
| <b>Step 4</b>             | <p>Tap on the <b>Close Form</b> button  to return to the <b>Inspectable Items</b> screen.</p>   |

## DEFICIENCY DEFINITIONS

When an inspector records a deficiency as **OD**, then the level of the deficiency (L1, L2, L3) must to be recorded. Definitions for all deficiencies are available for review using the DCD. To obtain a definition for an inspectable item, along with the Level of the Deficiency, the inspector taps on the **Item Definition** button.

## FAIR HOUSING EQUAL OPPORTUNITY (FHEO)

There are two new inspectable items for the **Building Exterior**:

- FHEO – 32” Wide Main Entrance
- FHEO – Accessibility to Main Floor Entrance

For the inspectable item FHEO – 32” Wide Main Entrance, there is only one inspectable defect: Main entrance less than 32” wide. The inspector must verify that the main entrance for each building inspected is at least 32” wide. If the width of the main entrance is 32” wide or wider, the inspector checks No Observable Defect (NOD).

- If the width of the main entrance is less than 32” wide, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

For the inspectable item FHEO – Accessibility to Main Floor Entrance, there is only one inspectable defect: Obstructed or Missing Accessibility Route. The inspector must verify that there is an accessible route to and from the main ground floor entrance for each inspected building. Accessible routes include a level, unobstructed surface to the door, ramps, etc., that can be accessed by a wheelchair.

- If the main ground floor entrance for a building is accessible, the inspector checks No Observable Defect (NOD).

If the main ground floor entrance for a building is inaccessible, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

## COMMON AREAS FHEO

There are two new inspectable items:

- FHEO – 36” Wide Interior Hallways
- FHEO – Accessible Outside Common Areas

For the inspectable item FHEO – 36” Wide Interior Hallways, there is only one inspectable defect; Multi-story Building Hallways/Common Areas Less Than 36” Wide. The inspector must verify that the interior hallways to the inspected units and common areas in the inspected multi-story buildings are at least 36” wide.

- If the width of the hallways is 36” wide or wider, the inspector checks No Observable Defect (NOD).

- If the width of the hallways is less than 36" wide, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

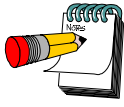
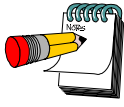



For the inspectable item FHEO – Accessible Outside Common Areas, there is only one inspectable defect: Routes Obstructed or Inaccessible to Wheelchair. The inspector must verify that routes to all outside common areas are accessible to wheelchairs. Accessible routes include curb cuts, ramps, and, unobstructed sidewalks with sufficient 36" width.






- If the routes to all outside common areas are accessible to wheelchairs, the inspector checks No Observable Defect (NOD).

If the routes to all outside common areas are inaccessible to wheelchairs, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

## Part 6: Complete/Upload Inspection

The check and prepare process ensures that the inspection has been completed and is ready for upload. This should be done before leaving the site to prevent having to return to the property to verify any missing information. An inspector can check this tab during the inspection process to find out if any information is missing.

| COMPLETE/UPLOAD INSPECTION |   |
|----------------------------|---|
| Complete Inspection        |   |
| <b>Step 1</b>              | <p>▸ Tap the <b>Check/Prepare/Import</b> tab.</p>  <p><i>The systems checks ensure that an inspection has been successfully completed. If not, it identifies the reason(s) it is not ready for uploading. After all inspectable areas have been completed, a message appears indicating that the <b>Inspection is Complete and Uploadable</b>.</i></p> |
| <b>Step 2</b>              | <p>▸ Tap on the <b>Life threatening Hazards Report</b> button to review the report, if there are any life-threatening hazards. This can be used to complete the Notification of Exigent and Fire Safety Hazards Observed form.</p>  <p><i>This button is only available if there are life-threatening hazards for the property.</i></p>              |
| Upload Inspection Data     |   |
| <b>Step 1</b>              | <p>▸ Connect the DCD to an analog phone line.</p> <p>▸ Tap on the <b>Dial-Up</b> button , and the <b>Connect To</b> screen displays.</p>  |
| <b>Step 2</b>              | ▸ Tap on the <b>Connect</b> button.   |
| <b>Step 3</b>              | ▸ Tap on the <b>Upload Record(s)</b> button  .  |
| <b>Step 4</b>              | ▸ Tap on the <b>I Certify</b> button  on the <b>Inspectors Statement of Certification</b> screen to certify the inspection.  |
| <b>Step 5</b>              | ▸ Enter a check in the <b>Upload</b> box for the inspection(s) you are uploading.   |

| COMPLETE/UPLOAD INSPECTION |  |
|----------------------------|--|
|                            |  <i>Partial inspections are not permitted.</i>  |
| <b>Step 6</b>              | ▶ Tap on the <b>Upload Record(s)</b> button  .   |
| <b>Step 7</b>              | ▶ Enter your <b>Username</b> (your user ID) and <b>Password</b> and tap on the <b>OK</b> button.   |
| <b>Step 8</b>              | ▶ Record the <b>Receipt Number</b> for your records when you receive the message stating <b>Transmission Successful!!!</b> .   |
| <b>Step 9</b>              | ▶ Tap on the <b>Close Form</b> button  .<br>▶ Tap on the <b>Dial-Up</b> button  . |
| <b>Step 10</b>             | ▶ Tap on the <b>Disconnect</b> button to disconnect from the Internet.   |
| <b>Finishing</b>           |  |
| <b>Step 11</b>             | Use the <b>Start</b>  button to shut down Windows.  |